

LSR



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
**UNITED STATES MILITARY ACADEMY**  
West Point, New York 10996

28 February 2006

IMNE-MIL-PWF-C

MEMORANDUM FOR TREMCO, ATTN: ROBB CHAUVIN AND STEVE SORETT, 3735 GREEN ROAD,  
BEACHWOOD, OH 44122

SUBJECT: West Point Declaration

1. I am Bill Wands, 33 years West Point Military Academy Employee, Facilities Manager Engineering/Construction Branch Department of Housing and Public Works. I am responsible for all aspects of building envelope for all buildings and military quarters on the Post with emphasis on roofing.
2. I have worked in the business of roof repair and replacement for 25yrs. and I am familiar with the warranty protections that businesses in the industry offer. As a facility manager for one of the nation's most renowned military academy's, it is important in the fiscal decision making process to make the best use of scarce resources. With competing values and goals, it is critical to maintain physical assets at an optimum condition. These warranties generally tend to cover the workmanship of the labor and the quality of the materials used to repair or replace a roof. While these warranties are good for what they cover, they do not fully protect the customer for problems that may arise especially from work or materials that the roofing company provides. Hence, we must maintain the financial capability to do additional work at our own expense to handle roof leaks during the course of the year when working with conventional, traditional roof warranties.
3. The Tremco Performance Warranty ("TPW") was first introduced to West Point September 2003 as a process with the intent to extend the service life of capital assets under a comprehensive roof management methodology. Until I was introduced to the TPW, I had not seen or been aware of an approach like this where a company would guaranty the performance of a roof regardless of who worked on the roof previously or what materials were used rather than just providing a warranty on workmanship and material and only for work done by the roofing company. In this sense, the TPW was a new concept to me and one to my knowledge not previously practiced.
4. The TPW proved to be quite different from traditional roof warranties with its four phases - especially the ability to shift performance and financial risk for the entire roof asset onto Tremco and away from the Academy. Once the preliminary assessment was accomplished, repairs were made to bring roofs to a start up standard, maintenance and housekeeping occurrences documented, and emergency leak response services provided, and ultimately there was a shift of responsibility and financial risk from us to Tremco Inc. for the management of capital expenditures. I am impressed with the cost savings resulting from this process inasmuch as it places the risk and responsibility for roof asset management onto a single source for roof maintenance, repair and restoration.
5. A common fallacy with fixing roof leaks is to replace roofs on a worse case scenario within pre-forecasted budget limitations, resulting in a reactive versus proactive approach. For instance, projects such as the Hollender Sports Complex, The Museum, Eisenhower Barracks, Crandall Pool, Water Treatment, Athletics Dept, Scott Hall, Library etc., proved financially advantageous under the TPW process by shifting the risk and giving us a more proactive approach to anticipating roof repairs, restorations and replacements. Proactive budget processes make it possible to stretch limited dollars across many facilities over a longer period of time, generating improved facility stewardship. Without the TPW, we would not have been able to accomplish this.



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, 81ST REGIONAL READINESS COMMAND**  
**255 WEST OXMOOR ROAD**  
**BIRMINGHAM, ALABAMA 35209-6383**

REPLY TO  
ATTENTION OF

AFRC-CAL-EN

8 February 2006

**MEMORANDUM FOR Tremco Performance Warranty**

1. POC Duane Goodwin 81<sup>st</sup> Regional Readiness Command. Deputy Chief of Staff Installation Management. Facility Operations Specialist to include Contracting Officer Technical Representative 255 West Oxmoor Road Birmingham, AL 35209.
2. I'm responsible for the management of various construction projects to include roofing, heating, ventilation, air-conditioning, demolition, major and minor new construction and maintenance and repairs of Government owned facilities located in southeast region of the United States. These projects are valued at approximately ten million dollars per annual.
3. The 81<sup>st</sup> RRC was first introduced to Tremco in the year 2000.
4. Tremco was contracted to conduct a survey on our roofing and heating, ventilation, air-conditioning systems. This survey gives a condition rating of our systems that allowed our organization to see what repairs were needed immediately and what repairs are needed in the future. This survey allows our organization to budget for roofing and heating, ventilation, air-conditioning systems on a annual reoccurring basis.
5. I have been exposed to the Tremco Performance Warranty ("TPW") since 2002 and have been impressed with the ability of Tremco under the TPW to shift performance risk away from my organization and onto Tremco. This feature allows me to be able to plan and budget for roof repairs in a more predictable fashion than had been the case before being exposed to the TPW.
6. Until I was exposed to the TPW, I was not aware of any company offering to undertake performance risk or to provide my organization with the ability to plan for roof repairs in a predictable fashion along the lines that Tremco does under the TPW.

If I can be of futher assistance, please contact me at (205)-912-6962 comm

Sincerely,

A handwritten signature in cursive script that reads "Duane Goodwin". The signature is written in black ink and is positioned above the printed name.

Duane Goodwin  
Facility Operation Specialist



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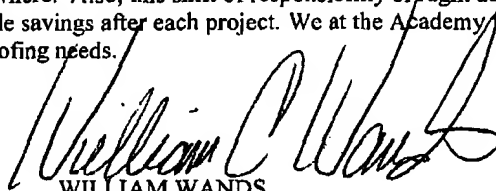
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Duane Goodwin  
Facility Operation Specialist

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6. TPW in its purest sense allows the United States Military Academy to better use personnel and maintenance funding for other problem areas. The number of roof leaks have decreased and less man hours have been spent on leaks and response calls. Less response calls allows us to save money and plan for contingencies, ensuring we have not only an accurate inventory of assets but also includes a comprehensive record of what needs to be accomplished. The TPW gives us budget predictability for the first time. Clearly, the shifting of responsibility to a trusted source, freed personnel and financial funds for use elsewhere. Also, this shift of responsibility brought about an unexpected credibility in the TPW process, showing probable savings after each project. We at the Academy feel Tremco's TPW is a blessing and a fantastic tool for our roofing needs.



WILLIAM WANDS

Engineering Technician

Construction Branch, EPSD, DPW